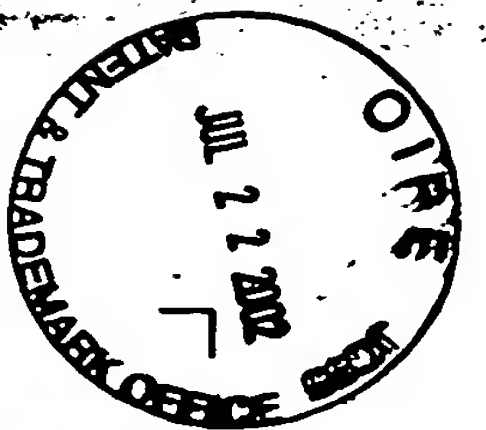


RECEIVED  
JUL 29 2002  
Technology Center 2100



COPY OF  
ORIGINAL FILED

Application Designer-Untitled-Rc\_CASE\_HD.ENG(Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

610

620

660

640

650

Ready

Build Find Object Buildtree Upgrade Results Validate

RC\_CASE\_HD.ENG (Page)

Page Designer Order

Name: AAAAAAAAAAAAAAAAAA Business Unit: NNNNNNNNNNNNNNNN

Department: AAAAAAAAAAAAAAAAAA Location: AAAAAAAAAAAAAAAAAA NNNNN

Phone Type: NNNNN Phone: NNNNN

Email Type: AAAAAAAAAAAAAAAAAA Email: AAAAAAAAAAAAAAAAAA

Preferred Contact Method: Preferred Contact Details: NNNNN

Alt Contact: NNNNN

Product: AAAAAAAAAAAAAAAAAA Installed

Asset Tag: Source: NNNNN

Summary:

Description:

Summary:

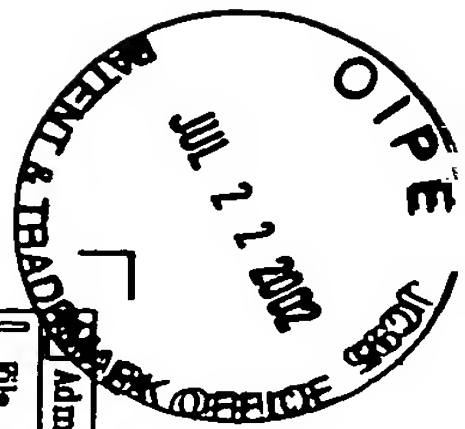
FIG. 6

RECEIVED

JUL 29 2002

Technology Center 2100

COPY OF PAPERS  
ORIGINALLY FILED



Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search Favorites History W Y Z A B C

Address http://localhost:7001/secure/celentel/peoplesoft8/?cmd=start&

Home View Worklist Help Sign Out New Window

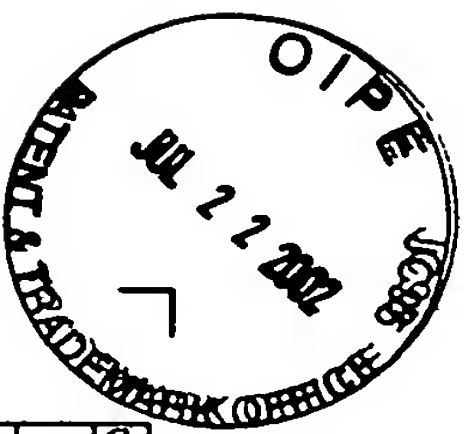
### Administer Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS	Accessibility Features	820	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
ADBTRN	Tab over Add/Del Buttons(+/-)	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
ADES	Afternoon designator (PM, pm)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RM
CALBTN	Tab over Calendar Button	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
CSYM	Currency Symbol	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$
CSYM	Currency Symbol	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	L
DCSP	Decimal Separator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
DFRMT	Date Format	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	M
EXPENT	Expert Entry	810	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
GRDTAB	Tab over Grid Tabs	820	<input type="checkbox"/>	<input type="checkbox"/>	
HDRICN	Tab over Header Icons	820	<input type="checkbox"/>	<input type="checkbox"/>	
LKPBTN	Tab over Lookup Button	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
LITZONE	Local Time Zone	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PST
MDES	Morning designator (AM, am)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AM

Done Local intranet

FIG. 8

275



Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search Favorites History Home W P S A a

Address http://localhost:7001/servelets/clientstartlet/peopleoft8/?cmd=startle

Home>PeopleTools>Maintain Security>Use>My Profile

**PEOPLE**

Home View Worklist Help Sign Out New Window

### General Profile Information

Opid for CRMSKT, CRMQABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code:

### Set Personalizations

Email

Email Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your rolings.

Alternate User ID:

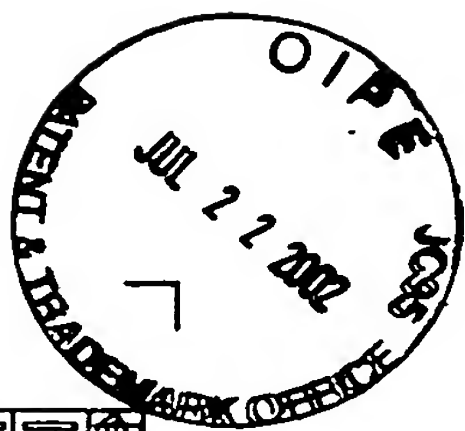
From Date: (example: 12/31/2000)

To Date: (example: 12/31/2000)

Miscellaneous User Links

Local intranet

FIG. 10A



COPIES OF PAPERS  
ORIGINALLY FILED

RECEIVED

JUL 29 2002

Technology Center 2100

1030

1060

270

1040

1050

830

PEOPLE

Home>PeopleTools>Maintain Security>Use>My Profile

Personalization

Option

Default Value

Override Value

Option	Default Value	Override Value
Accessibility Features	No	<input type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input type="checkbox"/> Explain
Currency Symbol	\$	<input type="checkbox"/> Explain
Currency Symbol Position	Leading	<input type="checkbox"/> Explain
Decimal Separator	.	<input type="checkbox"/> Explain
Date Format	MM/DD/YY	<input type="checkbox"/> Explain
Date Separator	/	<input type="checkbox"/> Explain
Local Time Zone	Pacific Time, Tijuana	<input type="checkbox"/> Explain
Morning designator (AM, am)	AM	<input type="checkbox"/> Explain
Multiple Row Insert	<input type="checkbox"/>	<input type="checkbox"/> Explain
Save Configuration	Yes	<input type="checkbox"/> Explain
Save Warning	Yes	<input type="checkbox"/> Explain
Time Format	h:mm:ss(8:05 AM)	<input type="checkbox"/> Explain
Time Separator	:	<input type="checkbox"/> Explain
Thousand Separator	,	<input type="checkbox"/> Explain
Use Local Timezone	Yes	<input type="checkbox"/> Explain

Local intranet

FIG. 10B



COPY OF PAPERS  
ORIGINALLY FILED

RECEIVED

JUL 29 2002

Technology Center 2100

Application Designer - Untitled - RC\_CASE\_HD.ENG (Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

RC\_CASE\_HD.ENG (Page)

Page Designer Order 1220 1230 1240 1240

Level	Label	Type	Field	Record	Display Control	Related Field	Control Field	Page Field
1	0	SubPage						
2	0	Employee Informa Group Box	EMP_INFO_GBO	DERIVED_RC_C				CUST_INFO_I
3	0	EmpID	EMPLID	DERIVED_RC_C				
4	0	ContactID	CASE_CONTACT	RC_CASE				
5	0	Name	NAME_SEARCH	DERIVED_RC_C				
6	0	PersonID	PERSON_ID	RC_DRILLDOWN				
7	0	Business Unit	RC_BU_DESCR	DERIVED_RC_C				
8	0	Business Unit	BUSINESS_UNIT	RC_CASE				
9	0	Department	DEPTID	RB_WORKER				4
10	0	Location Code	LOCATION	RB_WORKER				4
11	0	Phone Type	PHONE_TYPE	DERIVED_RC_C				
12	0	Phone Type	PHONE_TYPE	RC_CASE				
13	0	Business Unit	BUSINESS_UNIT	DERIVED_RC_C				
14	0	Phone	PHONE	DERIVED_RC_C				
15	0	Extension	EXTENSION	DERIVED_RC_C				
16	0	Mail Type	E_ADDR_TTYPE	DERIVED_RC_C				
17	0	Mail Type	E_ADDR_TTYPE	RC_CASE				
18	0	Mail	EMAIL_ADDR	DERIVED_RC_C				
19	0	Preferred Contact	RC_CONTACT_M	RC_CASE				
20	0	Preferred Contact	RC_CONTACT_I	DERIVED_RC_C				
21	0	Contact Details	RC_CONTACT_I	RC_CASE				
22	0	Alt Contact	CONTACT_ID	RC_CASE				22
23	0	Alt Contact	ALT_NAME_STA	RC_ALT_CNTC				
24	0	Problem Informa Group Box	PROBLEM_INFO	DERIVED_RC_C				PROBLEM_IN
25	0	Product	RC_PRODUCT_I	DERIVED_RC_C				
26	0	Product	PRODUCT_ID	RC_CASE				

Ready

Build Find Object References Upgrade Results Validate

CR800GA NUM

FIG. 12

1200



RECEIVED

JUL 29 2002

Technology Center 2100



COPY OF PAPERS  
ORIGINALLY FILED

Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search Favorites History W Home View Worklist Help Sign Out

Address http://localhost:7001/service/identity/peoplesoft18/?cmd=start&

PEOPLE

Address Info View All First 1 of 1 Last

\*Address Seq: 1 + -

Address Detail View All First 1 of 1 Last

\*Effective Date: 07/25/2001

\*Address Type: Business 1320 \*Status: Active + -

Description: 1330

\*Address ID: 1208 1330

Country: USA United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postid: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit 1335

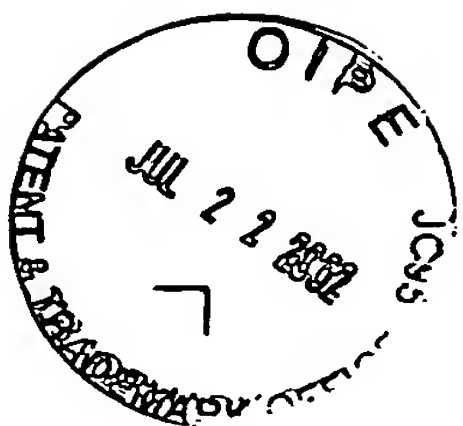
Phone Info View All First 1 of 1 Last

\*Phone Type Description Primary Int'l Telephone Extension

Business Desk 001 925 694 9479 + -

Done Local intranet

FIG. 13A



Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search Favorites History Home W Z A B

Address <http://localhost:7001/carsideu/clientsideu/peoplesoft8/?cmd=staruk> Go Links

# PEOPLE

Home View Worklist Help Sign Out

## Address Info

Address Seq: 1 1360 View All First 1 of 1 Last

### Address Detail

\*Effective Date: 07/25/2001 1320 \*Status: Active 1208 1330

\*Address Type: Business 1340 \*Address ID: 1208 1330

Description: 1350

Country: USA United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postal: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit 1335

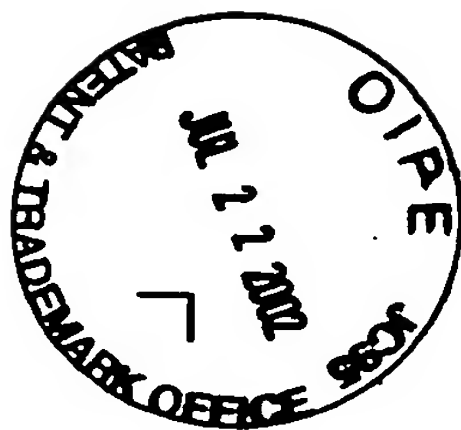
## Phone Info

Phone Type Description Primary Int'l Telephone Phone Extension

Business Desk 001 925 694 9479 + -

Done Local Intranet

FIG. 13B



RECEIVED

JUL 29 2002

Technology Center 2100

1310

Address Detail	
*Effective Date:	07/25/2001
*Address Type:	Business
Description:	
Country:	USA United States
Address 1:	Peoplesoft Parkway
*Status:	
*Address ID:	

255

1360

1320

1350

FIG. 13C





RECEIVED

JUL 29 2002

Technology Center 2100

07/29/02  
JUL 29 2002  
RECEIVED

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back - Forward Search Favorites History Home Stop A-Z

Address http://localhost:7001/scripts/clientserver/peopleof18/?cmd=start&

Home>PeopleTools>Maintain Security>Use>My Profile

Personalization

Option Default Value Override Value

Accessibility Features	No	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Tab over Add/Del Buttons (+/-)	No	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Afternoon designator (PM, pm)	PM	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Tab over Calendar Button	No	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Currency Symbol	\$	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Currency Symbol Position	Leading	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Decimal Separator		<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Date Format	MM/DD/YY	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Date Separator	/	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Local Time Zone	Pacific Time, Tijuana	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Morning designator (AM, am)	AM	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Multiple Row Insert	Yes	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Save Configuration	Yes	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Save Warning	Yes	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Time Format	h:mm:ss(8:05 AM)	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Time Separator	:	<input type="checkbox"/>	<input type="checkbox"/>	Exploin
Thousand Separator		<input type="checkbox"/>	<input type="checkbox"/>	Exploin

Home View Worklist Help Sign Out

New Window

Local intranet

FIG. 13E



Permission Lists - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home Stop Reload Address Bar

Address: http://localhost:7001/secure/acthntserver/peopletools/?cmd=starts

**PEOPLE**

Home View Worklist Help Sign Out

New Window

Home>PeopleTools>Maintain Security>Use>Permission Lists

General Pages PeopleTools Process Sign-on Times

Permission List: ALLPANELS

Description: All Panels

Find | View All First 1-65 of 65 Lost

Menu Name	Edit Components	+ -
1495 ADMINISTER_SECURITY	Edit Components	+ -
1420A APPLICATION_ENGINE	Edit Components	+ -
1420B APPMSGMONITOR	Edit Components	+ -
CALCENTER	Edit Components	+ -
CIC_PAGELISTS	Edit Components	+ -
CNV_SCHEMA_MAP	Edit Components	+ -
1410 CRM_OPEN_WORKLIST	Edit Components	+ -
CRM_PORTAL_COMPONENTS	Edit Components	+ -
CRM_TRANSFORM_UTLITY	Edit Components	+ -
255 CTI_CONFIGURATION	Edit Components	+ -
CUBE_MANAGER	Edit Components	+ -
EDI_MANAGER	Edit Components	+ -
ESTABLISH_BUSINESS_UNITS	Edit Components	+ -
1420P MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components	+ -
MAINTAIN_SECURITY	Edit Components	+ -
MAINTAIN_SOLUTION	Edit Components	+ -

Done Local intranet

FIG. 14A



RECEIVED

JUL 29 2002

Technology Center 2100

FIG. 14B

1470

Grid Properties

General Columns Label Use

General Attributes

Main Record: PSACLMEMU

Page Field Name: PSACLMEMU

Occurs Level: 1

Occurs Count: 15 1480

☐ Unlimited Occurs Count (rows) 1490

OK Cancel

270

# RECEIVED

JUL 29 2002

Technology Center 2100

FIG. 14C

225



1410

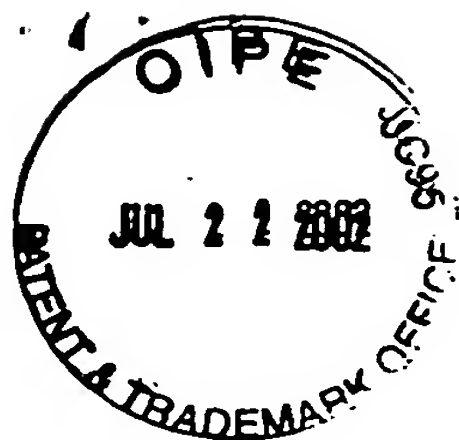
1420A

1420B

1420P

1420Q

PEOPLE		Home				View Worklist		Help		Sign Out					
Home>PeopleTools>Maintain Security>User>Permission Lists												New Window			
General		Pages		PeopleTools		Process		Sign-on Times		D					
Permission List: ALLPANLS															
Description: All Panels															
Find   View All   First 1   1-45 of 45   Last															
Menu Name												Edit Components			
ADMINISTER_SECURITY												Edit Components		+ -	
APPLICATION_ENGINE												Edit Components		+ -	
APPMONITOR												Edit Components		+ -	
CALLCENTER												Edit Components		+ -	
CIC_PAGELETS												Edit Components		+ -	
CONV_SCHEMA_MAP												Edit Components		+ -	
CRM_OPEN_WORKLIST												Edit Components		+ -	
CRM_PORTAL_COMPONENTS												Edit Components		+ -	
CRM_TRANSFORM_UTILITY												Edit Components		+ -	
CTL_CONFIGURATION												Edit Components		+ -	
CUBE_MANAGER												Edit Components		+ -	
EDI_MANAGER												Edit Components		+ -	
ESTABLISH_BUSINESS_UNITS												Edit Components		+ -	
MAINTAIN_PRODUCT_CONFIGURATOR												Edit Components		+ -	
MAINTAIN_SECURITY												Edit Components		+ -	
MAINTAIN_SOLUTION												Edit Components		+ -	
MANAGE_INTEGRATION_RULES												Edit Components		+ -	
MASS_CHANGE												Edit Components		+ -	
VISION												Edit Components		+ -	
PORTAL_ADMIN												Edit Components		+ -	
PORTAL_COMPONENTS												Edit Components		+ -	
PORTAL_PERS_HOMEPAGE												Edit Components		+ -	
PROCESSMONITOR												Edit Components		+ -	
PROCESS_SCHEDULER												Edit Components		+ -	
QUERY_MANAGER												Edit Components		+ -	
RA_CAMPAIGN_MANAGEMENT												Edit Components		+ -	
RA_CM_STRUCTURE												Edit Components		+ -	
RB_DEFINE_PRODUCTS												Edit Components		+ -	
RB_GENERAL_OPTIONS												Edit Components		+ -	
RB_INTEGRATION_OPTIONS												Edit Components		+ -	
RB_MANAGE_COMPETENCIES												Edit Components		+ -	
RB_MANAGE_CUSTOMER_INFORMATION												Edit Components		+ -	
RB_MANAGE_WORKFORCE												Edit Components		+ -	
RB_PROCESS_INBOUND_TRANS												Edit Components		+ -	
RB_STRUCTURE_SEARCHING												Edit Components		+ -	
RB_WORKER_CALENDAR												Edit Components		+ -	
RC_SELF_SERVICE												Edit Components		+ -	
RC_SOLN_MGMT												Edit Components		+ -	
REPORT_BOOKS												Edit Components		+ -	
REPORT_MANAGER												Edit Components		+ -	
RF_AGREEMENTS												Edit Components		+ -	
RF_DEFINE_ITEMS												Edit Components		+ -	
RF_DEFINE_ITEM_CONTROLS												Edit Components		+ -	
RF_MAINT_ENTITLEMENTS												Edit Components		+ -	
RF_MANAGE_RMA												Edit Components		+ -	
RF_SERVICE_ORDER												Edit Components		+ -	
RF_STRUCTURE												Edit Components		+ -	
RI_CIC_HOME												Edit Components		+ -	
RI_INTERACTION												Edit Components		+ -	
RI_SETUP												Edit Components		+ -	
RM_DELTA_UTILITY												Edit Components		+ -	
RSF_FORECAST												Edit Components		+ -	
RSF_LEADS												Edit Components		+ -	
RSF OPPORTUNITY												Edit Components		+ -	
RSF_PRTL												Edit Components		+ -	
RSF_SETUP_TABLES												Edit Components		+ -	
RSF_TERRITORY												Edit Components		+ -	
STRUCTURE_PROCESS_AUTOMATION												Edit Components		+ -	
STRUCTURE_RC												Edit Components		+ -	
TRANSLATE												Edit Components		+ -	
EDI_MANAGER												Edit Components		+ -	
TREE_MANAGER												Edit Components		+ -	
UTILITIES												Edit Components		+ -	
WORKFLOW_ADMINISTRATOR												Edit Components		+ -	
WORKLIST												Edit Components		+ -	



RECEIVED

JUL 29 2002

Technology Center 2100

FIG. 17A

275

Component Properties

General Use Internet

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page-- Message Set/Nbr: 124 62

Link To Access Search Page-- Message Set/Nbr: 124 63

Instructional Text-- 1710 Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry 1730

Toolbar

Selected Toolbar Actions: 1720

☒ Save ☐ View Worklis

☐ Return to List ☐ Next in WorkList

☐ Next in List ☐ Previous in WorkList

☐ Previous in List ☐ Add

☐ Next Page in Component ☐ Update/Display

☐ Previous Page in Component ☐ Update/Display All

☒ Refresh ☐ Correction

☒ Disable Toolbar

1740

OK Cancel



COPY OF PAPERS  
ORIGINALLY FILED

RECEIVED

JUL 29 2002

Technology Center 2100



Person Component-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home W Y Z A B

Address http://localhost:7001/serbia/keluternet/peoplesoftB/?cmd=star& 1 Links

PEOPLE

Home View Worklist Help Sign Out

Address Info View All First 1 of 1 Last

\*Address Seq: 1 1770 + -

Address Detail View All First 1 of 1 Last

\*Effective Date: 07/25/2001 \*Status: Active + -

\*Address Type: Business \*Address ID: 1208

Description:

Country: USA United States 1780

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postal: 94505

Time Zone: PST Pacific Time, Tijuana 1790

Last Modified: 07/25/2001 2:36PM PDT VP1 Submit

Expert Entry 1760

Phone Info View All First 1 of 1 Last

\*Phone Type Description Primary Int'l Telephone

Business Desk 001 925 694 9479 + -

Done Local intranet

255

FIG. 17B